

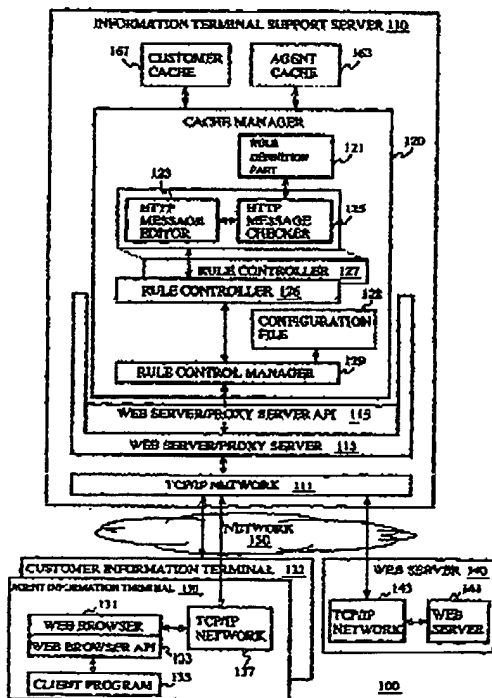
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(54) Title: INFORMATION PROCESSING METHOD, INFORMATION TERMINAL SUPPORT SERVER, COLLABORATION SYSTEM, AND STORAGE MEDIUM STORING AN INFORMATION PROCESSING PROGRAM



(57) Abstract: Provided are methods, software and system to change the behaviour of a collaboration client according to context while collaborating on an internet. An HTTP request from a customer-side browser is sent to a web server (140) via an information terminal support server (110). The web server (140) then sends context in response to the request to the customer-side web browser (131) via the information terminal support server (110). At this time, the information terminal support server (110) checks the contents of the context, and when it is determined that there is agreement with a predetermined condition, a command is inserted into the context, context without the command inserted is sent to the customer-side web browser (131), and context with the command inserted is sent to the agent-side web browser (131).

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